



London Borough of Bromley
Civic Centre
Stockwell Close
Bromley
BR1 3UH

Date: 8th December 2022

Dear Duncan,

As we approach the January Executive & Resources PDS meeting where we consider and review the performance of Corporate Customer Services, we take this opportunity to write to you with Liberata's assessment of the performance of this critical high profile service that we provide to London Borough of Bromley (LBB) and its citizens.

A new telephony platform was introduced in July 2022. The new platform provides the ability to deliver a multi-channel customer engagement service delivery model. The new technology has the potential to analyse contacts and conversations using speech to text analytics as well as providing a 24/7 service through the development of voice and web bots.

This summary covers performance for the 1st May 2022 – 31st October 2022

Customer Services Performance

The Corporate Contact Centre delivered an average service level of calls being answered within 60 seconds of 64% against a target of 50% for this reporting period. There were 6 days when the service level dipped below 40%. In total 95% of calls were answered.

Call volumes were 53,315, a reduction of 25% in comparison to the same 6 month period of 2021.

During the period, the team answered 96% of all Switchboard calls with an average speed to answer of 21 seconds. The average service level for the period was 89% against the target of 50% answered within 60 seconds. Call volumes totalled 35,098, an increase of 7% in comparison to the same 6 month period of 2021.

The out of hours service overall service level was 70.84% for this reporting period. The service was affected by significant service challenges within this reporting period. Delays were associated to the upgrade of the call handling platform combined with an increase in average handling times due to agents adjusting to the new processes and system.

The Customer Services reception team continued to operate mainly an appointment only service, but vulnerable customers who presented without an appointment were seen. During this reporting period, the team saw 1,173 customers compared to 748 during the same period in 2021. Customer numbers for Corporate services have increased during this reporting period due to the pandemic restrictions lifting.

Website Performance

The performance of the website continues to remain strong and the team have managed to achieve 100% for all 4 of their main KPI's. These include;

- Critical updates completed within 1 hour (100%)
- Urgent updates completed within 1 working day (100%)
- Important updates completed within 2 working days (100%)
- Regular updates completed within 5 working days (100%)

On average the Bromley Knowledge team complete over 110 updates per month, including working with service areas to develop and design content for the website and issuing tweets via the Council Twitter Account.

Over the last reporting period the Bromley Knowledge team have successfully delivered the new website in partnership with Bromley. The team have been working with council officers, Jadu and BT on the redesign project which changed the platform in which the website sat and improved the design of the website. This redesign has improved the usability of the website, making it easier and quicker for residents and customers to access the information they require and transact online using the available online forms and services.

MyBromley Account Developments

MyBromley Account registrations as at the end of October 22 were 116,171, this equates to over 81% of households in Bromley. There were over 176,000 total page visits to the MyBromley account pages from November 2021 to October 2022.

Performance

Liberata remains firmly committed to delivering an outstanding service to the London Borough of Bromley and its citizens. We have increased our engagement in the various forums to ensure that the Council remains at the forefront of Digital engagement amongst its peers.

Yours sincerely,

Amanda Inwood-Field
London Regional Contract Director